DOCUMENT RESUME

ED 108 589 IR 002 097

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TITLE	Public Library Service in Whitby. Part I, The Community, The Present Service and the Future. Part 2, A Building Programme.
INSTITUTION	Information, Media and Library Planners, Toronto (Ontario).
PUB DATE	Sep 69
NOTE	62p.; Not available in hard copy form
EDRS PRICE	MF-$0.76 PLUS POSTAGE HC Not Available from EDRS
DESCRIPTORS	Building Design; *Building Plans; Community Characteristics; English (Second Language); Libraries; *Library Collections; Library Equipment; *Library Facilities; Library Material Selection; *Library Planning; Library Services; Library Standards; Library Surveys; Local Issues; Non English Speaking; *Public Libraries; Resource Centers; Space Utilization
IDENTIFIERS	Canada; Ontario; *Whitby Public Library

ABSTRACT

A survey of the present service and future needs of the Whitby Public Library in Ontario, Canada was undertaken, and a new library building was planned. Part I describes the historical background of Whitby, the role of the present library in local history, the growth of the Town of Whitby from a population of 2,300 to 20,000, and the philosophy on which the proposed new library should be based--which includes maintaining close contact with the Central Ontario Regional Library, service to industry and students, and service to the local Ladies College and the Whitby Psychiatric Hospital. Because of the sizable number of foreign born residents, an emphasis on books and materials on English as a second language is proposed. Whitby's present bookstock and circulation compares unfavorably with the minimum standards accepted by Canadian libraries. Part II describes in some detail the function, size, staff, general layout, space relationships and utilization, proposed categories and collection size, and the furniture and equipment for the proposed new library. (KKC)

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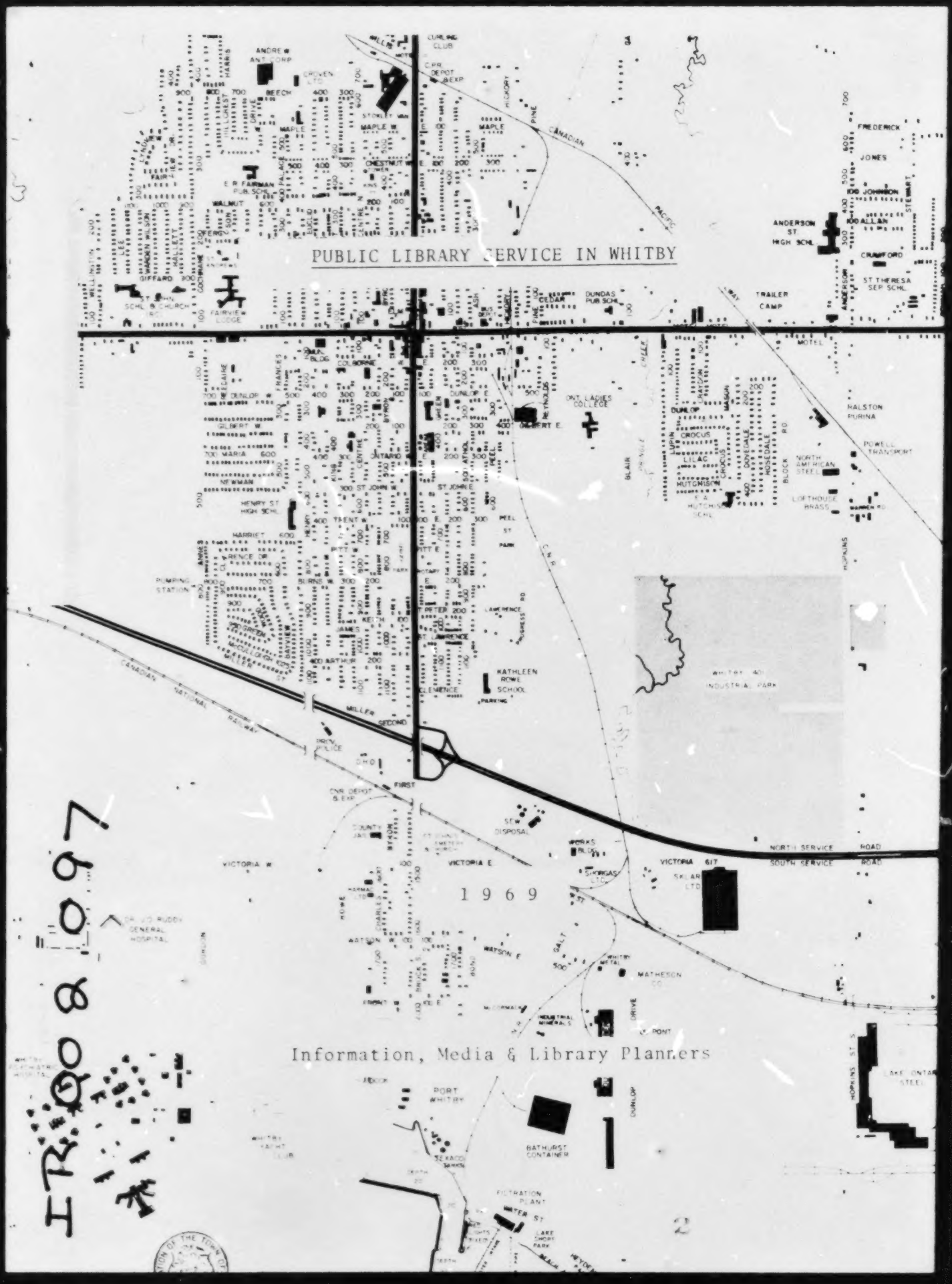
PUBLIC LIBRARY SERVICE IN WHITBY
1969
Information, Media & Library Planners

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PUBLIC LIBRARY SERVICE IN WHITBY

PART I

The Community, The Present Service
and the Future

PART II

A Building Programme

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INTRODUCTION AND PURPOSE OF THE REPORT

At a meeting of the Town of Whitby Public Library Board held in the library on Thursday July 10th, 1969 INFORMATION, MEDIA & LIBRARY PLANNERS was retained by the Board to carry out a survey of the present service and future needs and to compose a programme for a new building to be built on a new site, which at that time was being acquired by the Board. Subsequently the terms of reference were confirmed by letter and the deadline of September 26th was set for submission of this report.

The detailed building programme outlined in Part II of the report is a necessary preliminary to the actual design and construction of any new public library, if such a facility is to be functional and efficient. In turn, a good building programme, if it is to reflect the needs of a community and the latest trends in public library development, must grow out of a study of the present and future needs of the community to which it will be applied. Part I of this report establishes such community needs.

PART I

THE COMMUNITY, THE PRESENT SERVICE AND THE FUTURE

HISTORICAL BACKGROUND

The prosperity of the Whitby area has waxed and wained from the earliest days with changes in transportation. As the fur trade with the Indians declined, as activities in Whitby harbour increased after early settlement, the community changed. As road travel improved and as railway lines multiplied and routed produce and manufactured goods through or around Whitby so grew or receded the prosperity and settlement of the area.

The history of Ontario and indeed the history of Canada is linked closely with the development of transportation. Even today communities vie with each other for jetports, for buslines and communities on the Seaway give top priority to the development of modern harbour facilities that will enable shipping to service or load the products of local industry.

In 1800 Dundas Street was passable from York to Kingston and thus became an influence in the development of early

Whitby. The settlement and commercial development of the area began on Lynde Creek, later at Hamer's Corners one mile east of what is now Brock Street. In 1830 a plank toll road was constructed from Windsor Bay (Whitby Harbour) to Port Perry creating a community at Windsor Bay which attracted settlers until 1836 when Peter Perry of Addington County built a store at the point where the Port Perry Road intersected the Kingston Road. This store prospered because an improved Dundas Street became a stage coach and military route and the location became the nucleus of the present town which, up until incorporation, was known as Perry's Corners.

The land more than a mile or two back from the Lake was largely bush until about 1820 but as the lakeside settlements grew and roads were built from Hamer's Corners to Winchester, later Brooklin, and from Whitby Harbour to Port Perry farms were cleared and hamlets appeared. (Whitby 1851 - 1100, Brooklin - 300) With the exception of crown lands and clergy reserves most of the area of the present town of Whitby was cleared and settled by 1850.

These early beginnings differ only in detail from the beginnings of hundreds of Ontario communities. As transportation improved and became cheaper or faster so

developed the land. Whitby is fortunate in being located in a rich farming area on Lake Ontario astride the main surface routes from Western Ontario to the sea. From an isolated port with its own hinterland to exploit, the Whitby area has become a part of the larger picture of industrial southern Ontario linked with rapid means of communication to Toronto and Montreal and to the world. Now Whitby is a regional centre that is bound to attract industry and population as plant owners discover the advantages of locating outside the Toronto area in less crowded conditions with easy access to the countryside, but within 25 miles of the metropolis. This trend is plainly evident in the variety of light and heavy industry already located within the town.

Although about 40% of her labor force is employed in Oshawa and Toronto Whitby's own industrial base has been developing at a steady rate. There are now in Whitby some 30 different manufacturing industries employing over 3200 people. With the development of the 182 acre industrial park on Pringle Creek, Hopkins Street and the MacDonald-Cartier Freeway an orderly and planned approach to industrialization should allow Whitby to maintain its residential charm while providing employment for its labor force within the town.

On January 1st 1966 the Township of Whitby with a population of 7,725 was annexed to the Town of Whitby, population 15,061. This huge area now forms the new Town of Whitby with a total 1968 population of 25,700. It is predicted that the 1985 population will be in excess of 50,000. The Lynde Creek, Pringle Creek and Bradley's Farm developments alone will add 14,000 people in five years.

For the past 150 years Whitby has been an independent community and up until the end of World War II it was possible to continue to think about Whitby as a self-contained community, one of many very pleasant Ontario towns bordering the Lake from Niagara to Kingston. Now, however, economic and physical independence are gone. Whitby is part of the "Golden Horseshoe" closely linked to Oshawa and Metropolitan Toronto whose citizens no longer descend from the original pioneers and early settlers, but have come from the whole of Canada and the world.

THE LIBRARY AND LOCAL HISTORY

Some of Whitby's older citizens may regret the passing of the old independence, but nevertheless, its passing was inevitable. Now the challenge is to preserve the

spirit of independence and with good planning retain as much "neighbourhood atmosphere" as possible along with the physical reminders of the past such as old buildings, historical sites, reminders of pioneer life etc. The public library can with the co-operation of individuals and the Whitby Historical Society assist in preserving the past by collecting, preserving and displaying documents, record books, pictures and, in fact, any material of beauty or historical note not actively collected by another institution. Displays, historical discussion and demonstrations can be sponsored by the public library to stimulate an interest in local history. Libraries have traditionally been interested in preserving past records. Given the growing interest in Canada's past, a little financial support, the enthusiasm of the library board, the staff and modern display facilities provided in the new building, a local archive and an active historical museum programme could be developed. Considering the importance of Whitby Harbour to the pioneer communities south of Port Perry, an emphasis might be given to this aspect of the past. It is our recommendation that the Whitby Public Library and the Whitby Historical Society be given the necessary support to enable them to collect a complete record of the past and develop an active programme to stimulate interest in the colourful history

of the area. If a local historical or pioneer museum is established we recommend that it be developed and administered by the public library.

HISTORY OF THE PUBLIC LIBRARY

The public library has been a social institution and an educational force in Whitby for over one hundred years. In 1842 a "Family Library" was instituted by Mr. Hugh Fraser and the famous Peter Perry in the old village of Whitby and in Brooklin a lending library existed as early as 1851 in the old Township Hall. The Brooklin Library and the Whitby Library seemed to prosper up until the first World War. Concerts, lectures, discussions and evening classes were a feature of the libraries' programmes. In 1912 Brooklin had 141 members and 152 new books were purchased in that year. The stock totalled 2,808 volumes. In 1914 a new building, the present one, was opened in Whitby. With regular support from the Town and its citizens and a good book stock patronage was high and there were many meetings in the space provided on the lower floor. After World War I and the depression both libraries like most in Ontario suffered greatly from lack of financial support. Brooklin in particular neglected its public library badly until it was rescued by the Women's Institute and moved in 1931 to the basement of a

new Township Hall. As late as 1946 there were only 70 members and in that year only $28.00 was spent on new books. The history of both these libraries parallels that of most village and town libraries in Ontario. In pioneer days subscription libraries were considered essential and were well supported by some of the most important men of the community. These pioneer institutions stressed intellectual stimulation, culture and adult education. Men dominated the organizing committees. From about 1910 to 1945 public libraries grew less important, became objects of charity, shabby and badly supported. Boards were composed mostly of women who had courage and dedication but lacked prestige and political importance in the community. Library personnel were paid miserable salaries. Since 1945 however, developments have conspired to save the public library from the cultural backwater into which it had sunk. These developments were many; the growth of leisure time, general prosperity, cheap book production, the vast increase of information and the necessity to use such information for education or simply to cope with the complexity of modern life. The availability of the paperback and the interest it has stimulated in all aspects of human existence, the growth of recordings, films, tapes and television have all contributed to the need for a local resource centre to which everyone

may turn for information, recreation and continuing education. And yet the old image of the public library born in the sad days of the thirties still persists, not only in the minds of municipal politicians but in the minds of some library boards. Many communities are still denied the service of a well supported adult resource centre and library by unimaginative boards and councils who have failed to realize the potential of an institution that has been a part of community life since pioneer times. An institution which was revered not for its prestige but for the solid support it gave to social and industrial development.

THE PRESENT LIBRARY SERVICE

The present library located in the former Town of Whitby was opened in 1914 and made possible by funds supplied by the Town, the Carnegie Foundation, the County of Ontario and the County of Ontario "Old Girls". The building, designed to serve a community of about 2,300 people, was equipped with a meeting room that was much used for a variety of cultural and educational events until it was converted to a children's library in 1952. The 2,000 sq. feet of public space on two floors now serves a community of about 20,000 persons - living within a two mile radius of the site.

It is no criticism of the staff of the library to say that service consists mainly of the circulation of popular books with some information service and student assistance when time permits. The staff works hard and in busy times confusion and inconvenience are inevitable. The children's library is very crowded at times and the exit arrangements could be a danger to the children should an emergency occur. There is really no need to describe in detail the building as it is. The Board, the staff and the Council are surely aware that the residents of Whitby are not being provided with the service needed or deserved. The Municipal Council should question the wisdom of maintaining the present service at a cost of some $63,000.00 in 1969 (including Brooklin).

And yet in spite of the handicaps and lack of physical facilities and adequate resources the present building is well used as a lending library by adults and children and is visited by many students of all ages. The need is there and waiting to be fulfilled. If we assume that the Whitby Branch serves the town population south of the 4th Concession and east and west of the Town boundaries the population would be about 20,000. The Brooklin Branch we could say serves the rest of the population or about 5,000. It is true of course that both libraries have borrowers living in all parts of the Town and in

communities outside its boundaries but this small number is probably more than balanced by the number of Whitby residents who use the libraries of Oshawa or Ajax. The following table gives a picture of the serious inadequacies of the bookstock of Whitby and seems to indicate that some of the stock at present in the Brooklin Branch should be reallocated from Brooklin to Whitby to serve the total population more equitably until the Whitby collections are increased to standard.

Bookstock and Circulation Compared with Minimum Standards*

	Est. Pop. Served	Present Bookstock	Per Cap.	Recomm. Standard	Per Cap.	Present Circ.	Per Cap.	Recomm. Standard	Per Cap.
Whitby Branch	20,000	24,000	1.2	60,000	3	101,000	5	200,000	10
Brooklin Branch	5,000	11,000	2.2	15,000	3	30,000	6	50,000	10
Whitby System	25,000	35,800	1.4	75,000	3	131,300	5.25	250,000	10

*Standards accepted by Canadian libraries and based on Wheeler and Goldhor "Practical Administration of Public Libraries". These are conservative standards and do not include the circulation of non-print materials such as recordings, films and tapes.

In addition to book circulation the modern public library also provides an information and research service for students, businessmen and workers with periodicals, government documents, microfilms, photocopying etc. In addition to books users expect to find recordings, 8 mm and 16 mm films, tapes, pictures and in fact any material which will satisfy their needs. The present Whitby branches provide only minimal service in these areas, consequently no comparison with standards is provided in this study. However the building programme will include provision for the generally accepted variety of services and materials in order to create a new library that will be an asset to the community and worthy of public support.

A LIBRARY SYSTEM FOR WHITBY

A new public library for Whitby should be considered the central library serving the entire area of the Town and not only a service for those citizens living within the boundaries of the original town. In addition the Whitby library system although governed by an independent board and supported by the municipal council, should not isolate itself from the Oshawa library system. As these two communities grow together and become more economically interdependent both systems can gain by regular consultation and cooperation. It should be the policy of both

boards to get together when expedient to discuss mutual problems of service. This policy will in no way endanger the independence of the two communities and can only contribute to the strengthening of both.

We would like to suggest ways in which constructive co-operation could be beneficial:

1. It is obvious that the "corridor area" will increase in commercial importance. The biggest plazas are located in this area and within five years commercial and industrial development will weld the two communities together. We recommend that bookmobile service be established in this area as soon as possible and that either the Oshawa or the Whitby Board operate the service but that costs, staff and bookmobile stock be shared. Within five years consideration should be given to a branch in rented quarters in the largest plaza of the area and the cost of such a branch might be shared by the two boards. If this is not done the central area is apt to be neglected and residents of both municipalities who will certainly do most of their shopping in the "corridor" will then have to make special trips to either the McLaughlin Library or the Whitby Central Library for service, thus defeating the proven principle that public facilities that are easily accessible give the best service.

2. Library use should be free to residents of either communities and memberships interchangeable.

3. The resources of both library systems, books, recordings, films, etc., should be freely available to each on interlibrary-loan. This implies a system of rapid communication such as a teleprinter or a direct telephone connection and a delivery vehicle calling daily at all branches of the two systems in order that the exchange of materials can be efficiently organized.

4. A coordinated library materials selection policy follows from suggestion no. 3, so that resources are not unnecessarily duplicated. This can be accomplished by a joint selection committee or coordination through the book processing plan of the Central Ontario Regional Library.

In building an integrated library system for Whitby the services of the Brooklin Branch should be more closely coordinated. At the time of writing this report there were no trained librarians in either the Whitby or Brooklin libraries. However we are sure the Board realizes that the appointment of a Director and an adequate staff to develop the service are of the greatest urgency. When this is done all procedures should be standardized, a salary scale applicable to all staff

worked out, a common membership card instituted, the total bookstock reallocated and coordinated and a union catalogue of the two libraries built up.

In regard to the need for a union catalogue it seems a pity to us that the conscientious work performed by Mrs. Boyes in cataloguing the entire Brooklin collection without reference to the existing catalogue in Whitby will have to be revised when the two catalogues are interfiled. Subject headings, classification numbers and added entries are bound to differ greatly between duplicated titles held by the two libraries.

We do not advocate the extension of direct service to the rural population at this time, but we do suggest that the rural population be encouraged to use the Brooklin or Whitby libraries by means of an advertising and public relations campaign, so that all residents of Whitby would at least be aware of services offered.

RELATIONS WITH THE CENTRAL ONTARIO REGIONAL LIBRARY

Although CORL with headquarters in Richmond Hill may seem a bit remote from Whitby, nevertheless the Regional organization exists to assist in many ways. It is most important that close contact be maintained. Whitby staff

should be encouraged to attend all regional workshops and meetings, should contact CORL for professional assistance when needed and participate in the information network by installing (at the expense of CORL) a teleprinter unit that will link Whitby for information and interloan with the resources of Oshawa, Richmond Hill, Brampton and Bramalea. CORL also offers a book acquisition and processing service in agreement with the Midwestern Regional Library in Kitchener. Even though this service is experiencing some delays at the moment, a wide selection of fully and professionally catalogued and processed adult and children's books can be purchased in this way for a unit cost of $1.85 plus the cost of the book. This service should be used for all purchases except popular items needed quickly to satisfy a waiting list.

SERVICE TO INDUSTRY

It is difficult and beyond the means of most medium-sized public libraries to organize and support a technical collection that would satisfy the diversified needs of modern industry in the community, but much can be done to supply a back-up collection of books, periodicals, microfilm and 16 mm films of a general nature that would be of interest to the employees of business and industry. The industries of Whitby, so vital to the economy of the

area, could be served by the public library in the following ways:

1. A collection of up-to-date books on industrial management, the effects of industrialization, automation, air, water and noise pollution, labour and union matters, careers, industrial development, corporate management, finance etc.

2. A collection of local, provincial and federal documents related to industry and labour.

3. A collection of periodicals (including microfilm and microfiche editions) of interest to industry.

4. A reference and information service that would supply sales figures, market information, technical information and general research material. The Metro Toronto Business Reference Library could act as the local resource centre for information and inter-library loans.

5. A continuing education programme aimed at labour and management that would feature discussions, film programmes, career evenings for young people, computer demonstrations etc.

These suggested services should be well advertised in plant and office and industry should be asked to support

such services with regular grants for material or with one-time assistance to specific projects or programmes. Many libraries have found that, if approached, local industries are very interested in supporting services that will benefit their employees and establish good relations with the community.

Most industries have poor library and information systems of their own and often will spend large sums to obtain information from afar without knowing that such information might be obtained in their own region or through their local public library.

There are at present some 30 manufacturing industries in Whitby and even the largest, Dunlop, Bathurst Container, Lake Ontario Steel, Sklar and Stokeley Van Camp do not have organized libraries but would undoubtedly have information needs vital to their competitive position. The public library can make a contribution to industry if the board and the staff with support from the council take the initiative.

SERVICE TO THE STUDENT

As the Department of Education and the local school boards continue to develop school library services and audio-visual resource centres, the needs of the students for

such services will be met during school hours. In addition the Ontario County Board of Education and the Separate School Board are beginning to make their school facilities, including their libraries and resource centres, available in the evenings for students wishing to study. In September 1969 the Anderson Collegiate library opened in the evenings for study purposes. Although these developments are slow, it is apparent that school authorities are committed to the development of an adequate library and multi-media centre in every school. In 1969 37 out of the 94 school libraries operated by the Ontario County Board of Education were rated as being average or above average. This will have a great effect on public library services. The immediate effect is to free more and more public library funds and staff time to devote to college, university and adult students, the businessman, the workingman, the housewife, the people for whom public library service was originally intended. The long range effect will be to create new demands for information and continuing education resources from those adults who have grown up in school systems well equipped with print and non-print materials.

Although it will be ten years before every school in Whitby is equipped with an adequate school library (Dundas Street School and Anderson Collegiate have the

best libraries to date), it would be wise in planning a new public library facility, to plan more than the traditional amount of space for adult service, more space to house material for pre-school and parents and less for the in-school population. In addition more stress should be placed on audiovisual equipment and resources.

Since school libraries are generally curriculum-oriented but also of supplementary value to the courses and since more trained librarians are being employed by school boards, the in-school child is becoming more and more familiar with the standard arrangement of libraries. Most high-school students are trained to use catalogues, reference material and conduct their own research. For these reasons we would recommend that organized class visits be stopped and that children of all ages be encouraged to use the entire facilities of the library and, along with adults, become oriented to the library's services as individuals. If stress is placed on total information services for all library users regardless of age as we have stated, more time, energy and resources are then available to organize specialized programmes for various interest groups. Prominent among these interest groups would be the teenager, the pre-school child and the parent.

Regardless of the availability of school libraries for study purposes, it is our opinion that the well-equipped and well-staffed public library will continue to attract the student as a place to study and work on projects and essays especially on weekends. In addition there is the community college and university student who returns to Whitby for holidays and weekends and who must be served by the public library. For these reasons provisions should be made for study carrels and every effort should be made to accomodate students of all ages in an environment condusive to quiet study. Collections of specialized materials not duplicated in school libraries should be supplied for student research. Photocopying devices, language learning material and equipment must be supplied. One of the chief responsibilities of the modern public library is to supply the resources and equipment needed by students in the evening and on weekends, particularly those mature students who are taking informal and continuing education courses in secondary and post-secondary institutions.

WHITBY PUBLIC SCHOOL POPULATION 1969

		Public Library Membership
Primary		
Board of Education	4,500	
Separate School Board (up to grade 10)	1,484	
Total	5,984	3318
Secondary	1,800	431
Total	7,784	3749

THE ONTARIO LADIES COLLEGE

The 110 students of the Ladies College are supplied with a good school library of about 5200 volumes and 20 periodical titles, there is seating for 12 in the library and 35 in an adjoining study room. The girls attending classes in grades 7 to 11 are encouraged to use the library and do so with enthusiasm. They are also encouraged to join and use the public library and 66 are at present members. A good relationship between the Ladies College and the public library exists. This liason could be extended by mutual visits of the staff and the resources of each expanded by greater use of inter-library lending. The O.L.C. does not have a film

collection and could benefit by being offered free film service through the public library. The O.L.C. is an important private institution in Whitby and should be assisted in any way possible if additional library services are needed.

THE WHITBY PSYCHIATRIC HOSPITAL

This modern institution serving 1120 patients is sadly lacking in library facilities. An area in the canteen houses about 1000 books haphazardly collected from donations and library discards. Patients must supply their own magazines or books and 70 are members of the public library which is over 2 miles from the hospital. Surely, a well-stocked central collection of books, films, records, pictures and magazines could be a useful therapy resource as well as a recreational facility. Ward service could be provided from the central collection. Hospital patients are usually a cross-section of the home community and we were told that the W.P.H. is no exception, therefore the patients deserve the best materials, not secondhand books only.

We feel sure that, if the public library took the initiative in cooperation with the hospital, the doctors, occupational therapists and administrators would welcome

a well-organized public library service to their patients. The library board might begin by demonstrating the quality of service it could provide with the provision that, after a period of six months or so, some financial support would be forthcoming from the hospital administration of the government department concerned. When one considers that some patients are resident for 15 years and the average stay is 8 months, treating the patients as residents of Whitby deserving library service is easily justified. We might add that library service should also be considered for the new general hospital being built on the grounds of the W.P.H. It is obviously too late for space to be designed for this purpose but nevertheless, ward service could be provided by volunteers and perhaps a small deposit collection could be established in an attractive area accessible to ambulatory patients.

THE ETHNIC POPULATION

The existence of a sizeable number of foreign born residents is a factor of growing importance in public library service in Canada and particularly in Southern Ontario. The library can assist those not familiar with English to learn the language and practice its use with a collection of easy-to-read books for adults and with

recordings designed to teach English to the foreign-born. In addition it is important to supply books in the languages of the larger groups of the ethnic population so that adults will continue to read. In many cases reading books and pamphlets about Canada or the works of Canadian authors in translations is the best way for foreign born adults to learn about their adopted country. This kind of service is not necessary for the in-school population of ethnic origin, because they will receive instruction exclusively in English or French.

According to the latest figures available (1961) 73% of the population in the amalgamated area of Whitby is from the British Isles and the largest ethnic group is from the Netherlands, about 8% of the population. The only other significant groups are those of French origin (3.5%) and German origin (3%). In contrast to some Ontario cities Whitby has a low population of foreign born people, thus making the problem of foreign language service relatively simple for the public library.

We recommend that a collection of non-religious books and other material in Dutch be built up with the advice of the Dutch community and that a collection of books, films and records on Dutch art and culture be provided for the interests of all library users. Less than 8%

of the total, say 4000 items, would be needed for this special collection with the provision that new titles would be added regularly to prevent the collection from being "read out". We recommend further that about half the Dutch collection be deposited in the Brooklin Branch since many families of this group live in the rural areas of the Town.

THE FRENCH CANADIANS

If one assumes that the 3.5% of the population which is listed as French in origin is in effect a French Canadian group the number of French Canadians would be about 875. Although this is a small number, it is in our opinion, important that the French language and French Canadian culture be well represented in the total collection of library material. A good rule of thumb might be that

2% of the collection of books, records, films etc., be representative of the French fact of Canada and that English speaking Canadians in particular be encouraged to learn French by using the language learning facilities supplied by the library. In addition there should be a strong collection of works by and about French Canadians and about Canadian unity.

SUMMARY OF NON-ENGLISH COLLECTION

Dutch	2000	(1000 in Brooklin)
German	1000	
French	1000 + 200	recordings in French (incl. language learning sets)
Total	4000*	

*In addition there would be an emphasis on books and other material in English relevant to the Netherlands, Germany and French Canada.

PART II

A BUILDING PROGRAMME

Considering the implications and specific recommendations contained in Part I of this report, we can proceed to describe the function, size, staff, general layout, space relationships and the furniture and equipment required for the new building.

THE NEW SITE

The Board is committed to a one acre site on the corner of Gilbert and Reynolds Streets between the unused CNR right-of-way on the west and the gates of the Whitby Ladies College on the east. To the south across Gilbert Street is a new Baptist Church, to the north and west are single family dwellings.

Although in our opinion this site is far from ideal, situated as it is, too far off the centre of the old town and new commercial development, and unrelated to shopping, commercial or educational activities, however, it has the advantages of being unobstructed with good drainage and with space for expansion to the north.

Access from Dundas Street is good and public parking can easily be provided.

We recommend that the building be sited facing Gilbert Street with the minimum required setback from the street. The main entrance should be at the west end of the building, if feasable, and a well lit, well designed display sign be located on Brock Street at Gilbert and on Dundas Street at Reynolds to direct patrons to the building.

THE GENERAL CONCEPT AND CHARACTERISTICS OF THE BUILDING

The new building should be the headquarters of the Whitby library system and be named "The Whitby Library and Information Centre". Its function would be to act as a resource centre of print and non-print materials for the free use of all residents of Whitby and the surrounding area, a popular information and research centre for all, particularly those adults attending formal or informal courses. It should be a centre of informal programmes, meetings and displays of interest to the recreational pursuits, vocations and avocations of the whole community.

It is our opinion that a modern expanding industrial community such as Whitby should support one institution whose responsibility it is to collect and organize up-to-date information about local activities, about continuing

educational courses offered in local schools and other institutions, about community clubs and organizations and in addition be able to refer individuals to the appropriate municipal, provincial or federal department or agency that can answer the many questions which arise from day to day. The collections can never be large enough to stand on their own and it is assumed that close links will be arranged with the libraries of Oshawa, the Region and Metro Toronto but attention should be given to the building of a complete local history collection - not only books and documents, but pictures, old newspapers (in microform edition if possible), accounts, records and all items that can be conveniently housed in a library rather than in a museum.

Small displays of art works, historical records and objects, photographs, posters etc., should be organized regularly. Many such exhibits can be obtained from outside sources, but all should be of a high standard. Displays of amateur art are usually only of interest to those who created them and unless such displays are of professional standard they are of dubious educational value.

In addition to supplying space for the general services outlined above, for general and specialized collections

of book and non-book material, for displays and group activities, for audiovisual equipment, general storage, offices etc., there should be provision for the accomodation of a bookmobile, a delivery vehicle and unloading and loading facilities. The size and relationships of such spaces will be described later in this report.

This new building will serve along with the Brooklin Branch a population of about 25,000 rising to about 50,000 in 15 years which is a growth rate of approximately 6.7% per year. If it is assumed that Brooklin will continue to serve the population in the northern and largely rural portion of the town, the majority of the population, say 80%, will use the new Whitby building. Thus we recommend that the new building be 13,000 square feet in area and that an addition of 8,000 square feet be built by 1985. The building may be built with twofloors above grade and one below, or one floor above grade, or in a split level arrangement, as the architect decides. For the purposes of this programme we are suggesting a two level structure with a ground coverage of 6,500 sq. ft. plus a minimum of landscaping and parking space for 35 cars which would include staff parking. At this point we would like to list a number of general principles to be considered by the Board and the architect in designing the building. These principles

are based on experience with other library buildings and are offered as guidelines to be followed where possible.

1. The ideal space for modern library service is free of permanent obstructions, open for convenience of arrangement and control.

2. A practical module is a multiple of three feet based on the length of a standard shelf.

3. For greatest flexibility, partitioning should be moveable where possible and installed wall shelving should be avoided.

4. The needs of the aged or handicapped person is to be considered at entrance and exits and during the movement between floors and from building to parking lot.

5. In choosing wall surfaces, floor coverings, stair tiles, positioning of lighting fixtures, amount and variety of landscaping, etc. ease and economy of maintenance should be considered.

6. As far as design and aesthetics will allow, all furniture, fixtures and equipment should be standard production items so that repairs and replacements can more easily be obtained in the future.

7. Public direction signs, shelf markers and notices

should be supplied in the contract and designed using uniform typography and colour. This is particularly important when choosing shelving; too often shelf signs and numbers are not designed into shelving and must be added later.

8. Floodlighting of the exterior and illumination of the name of the library should be considered.

9. It is recommended that carpeting be supplied in study areas, lounge areas, offices, the children's area, staff room and in the principle traffic areas but is not necessary between or under shelving.

10. The building should be air conditioned for comfortable all season use.

11. One main exit and entrance for all users with one control area makes for efficient handling of traffic.

12. Light intensities may vary as between open shelves, reading tables, corridors, stairways etc., and may be fluorescent or incandescent, but lighting which fixes the positions of the shelving, tables, lounges, catalogue and other moveable items should be avoided. Specialized lighting may be required for control desks, display areas and multi-purpose room.

13. No outside display cases are to be supplied. Library displays (other than changing exhibits) should be kept to a minimum. Those that are arranged should use portable stands or panels and should be simply and professionally done.

14. It is recommended that at least 1% of the total building cost be designated for a work of art to be incorporated into the building design. Such works of art to be commissioned or purchased under the direction of the architect and approved by the Library Board.

15. It is recommended that the architect be contracted to design the building and the interiors including the choosing of all furniture and equipment.

THE COLLECTIONS

For the population served we recommend a total book collection of 60,000 volumes plus 6000 non-book items such as tapes, films, recordings and pictures. All material to be arranged in one integrated collection by subject. For a library of this size no subject departmentalization of the general collection would be needed except for a separate section for children and parents, a small browsing collection, a separate collection of 16mm films, an audiovisual equipment section and a restricted section for

precious items related to local history.

Although arranged in one sequence by Dewey Decimal classification for the non-fiction and alphabetically by author for the fiction the proportions allotted to the various classifications would be roughly as follows (reference and circulating together):

Humanities and Social Sciences (000, 100, 200, 300, 400, 800, 900, Biogr.)	37.5%
Science, Technology and Business (500, 600)	16.0%
Arts, Recreation and Fiction (700, Fiction, Non-English)	27.5%
Children, Pre-school and Parents (all classes)	18.5%
16mm Film Collection (all classes)	0.5%
	100.0%

Note: It is assumed that many thousands of paperbacks will be included, perhaps one quarter of the collection. We recommend that paperbacks not be catalogued unless they are rebound for preservation.

The browsing collection would be made up of a selection of about 1000 items selected from all parts of the library and kept alive and current by regular additions

and subtractions.

In addition to the 66,000 print and non-print items space must be provided for periodicals, bound and unbound. Pamphlets, government documents etc., would be housed with the appropriate subject on the regular shelves.

A certain portion of the book collection would be used for reference and research within the library only. This "reference only" collection is included in the above proportions. The actual number of books considered "reference only" is difficult to detail for any one library. Service experience in the community is the only way to determine the right proportions. However, as a general average about 12% of the total should be "reference only".

The general division of the collection can be summarized as follows:

Circulating books	52,800
Reference books	7,200
Circulating non-book items	6,000
Total	66,000*

*This total excludes bound volumes of periodicals but includes about 1000 books moving to and from the browsing collection and a few hundred books temporarily in work areas etc.

To summarize we visualize one integrated subject collection of print, non-print and reference material in one organized sequence for adults,(e.g. language records with the 400's, tapes of plays with the 800's etc.) so that service is provided by using all material in any one subject. Adult fiction would, of course, be arranged alphabetically by author, pre-school children and parent collection separated in its own section, the browsing and 16mm film collections would occupy other areas and periodicals, bound and unbound arranged on special shelving in an alphabetical arrangement by title.

In accomodating a collection of print, non-print, reference and circulating items it is safe to assume that 1/3 of the circulating items would be out of the building at any given time. In addition, one should allow for a 10% expansion factor for each shelf. This formula, based on approximately 8 books and other items per foot of shelf, or 1 sq. ft. of floor space for every 10 items, is used in calculating shelving to be purchased as indicated later in the building programme.

STAFF

To administer the policies of the library board, supervise staff, plan, promote and expand service, control

budget, maintain community relationships and relationships with other libraries and keep abreast of library developments, we recommend the early appointment of a chief librarian for the Whitby library system who would have his headquarters in the new building. To operate the service outlined in this report the present staff would have to be enlarged considerably. As a general principle the staff need not be specialized, even the staff of the children's section could be interchangeable with the adult staff. This arrangement allows greater flexibility in scheduling staff time.

In order to outline staffing requirements we assume that all sections of the library's service will be open to the public from 9.00 a.m. to 9.00 p.m. five days a week, and from 9.00 a.m. to 6.00 p.m. on Saturdays. More and more public libraries are opening on Sundays also, and this should be the future aim of the Board. However, for our purposes and as a first goal, staff should be supplied for weekdays and Saturdays only, for a total of 69 hours. It is assumed that the staff will usually work in two shifts.

Division of Staff	Librarians	Library Technicians	Other
Chief Librarian	1		
Adult Services	2	1	2
Pre-school children and Parents	1	1	2
16mm Films and A.-V. equip.		1	1
Control Desk and Technical Services		1	2
Maintenance			1
Totals	4	4	8

Note:

a. The Chief Librarian would assist in public service when possible.

b. One librarian would act as assistant to the Chief Librarian and be responsible for programmes, exhibits etc.

c. The control desk staff would be supported by student assistants at busy times after school and on Saturdays.

d. The maintenance man might be part time, if cleaning is contracted out.

FUNCTIONAL AREAS

ENTRANCE

Preferably at street level for all patrons, near sidewalk with ramp approach for handicapped. Double doors, minimum lobby space, boot rack, good drainage, quarry tile surface, lots of glass, with open hours and name of library clearly visible.

CONTROL DESK, REGISTRATION AND INFORMATION

Near the entrance, but not the most prominent feature on entering should be the control desk at desk height, preferably in sections for flexibility if expansion or rearrangement is required. This facility is for checking in and out all material to be loaned and for receiving overdue charges. Photocharging cameras are recommended, but not built into the desk. Electrical outlets for two cameras to be provided. In addition to open shelves for supplies, one lockable cash drawer to be provided. Slots in desk for returned transaction cards. "In" and "out" functions to be separated and clearly marked. Total desk surface needed, approximately 12 feet. Behind or within reach of the desk shelving would be required for about 200 reserve books being held for patrons.

The registration and information desk will be set apart from the control desk near an outlet for an electric typewriter. A standard two drawer desk with a wing would serve the purpose. This is where users would receive new membership cards and would be informed of the rules of the library. In addition the patron would be oriented to the collections and services. The main telephone would be located here. All incoming calls would be answered here or routed to the extensions in the pre-school and children's section, the film and A-V equipment area or the chief librarian's office. Nearby would be the Teletype unit and the card catalogue of the system. This desk is one of the most important points in the building and should be manned at all times by a trained librarian or a library technician. It should be well lit and centrally positioned, vis-a-vis the entrance. At this desk patrons would be enrolled or directed to the appropriate part of the building. Here the Teletype equipment would be maintained, inter-loan material gathered and borrowers' questions answered. In this general area a coin-operated photocopying machine should be installed and a public bulletin board which would announce community events as well as library activities.

CARD CATALOGUE

Filing in and discarding from a card catalogue is very expensive and time consuming, therefore only one complete card file of the collections in the system (Whitby and Brooklin) should be provided in this building. The children's section should be provided with a shelf list only. The one main catalogue will be located near the registration and information desk but within easy reach of the general adult collection. This file will contain author, title and subject cards as well as guide cards referring to the record, tape and 8mm film collections. An up-to-date typed list of the 16mm film collection should be nearby. A unit of 125 drawers will be required for the collection of 75,000 books. In general the catalogue should be built up in units of 5 drawers stocked 5 high with a consultation surface for every 50 drawers.

WORK STATION FOR CONTROL AREA

Behind or near the control area this space would accomodate staff sorting incoming material, preparing books, recordings, etc., indexing, clipping, processing overdue notices, reserves, inter-loans, light repairing, cleaning recordings, shipping and receiving. This work station should be glass-enclosed for surveillance of the

desk, with shelving for 500 books, counter space for two or three persons, with storage cupboards below and a typewriter. A 3′ X 5′ table should be provided as an extra work space. This area should have direct access to the delivery entrance which also would act as a staff entrance. Enough free space is needed for manoevering and parking at least 5 book trucks at a time.

CHIEF LIBRARIAN'S OFFICE

A partitioned space on the main floor near the adult service area. Used for staff and public interviews, private work, planning etc., equipped with a desk with three drawers, a wing and a chair, 2 extra lounge chairs, a vertical file, a coat cupboard or hanger, some open shelving under a counter, a telephone and an spare small table. Carpeting is recommended for this office.

BROWSING AREA

This small changing collection of interesting books and other material is meant to be used as a means of drawing public attention to a particular subject or simply supplying "a good book to read" to the general reader who doesn't have the time to use the main collections. Shelving for about 1000 books plus a small lounge area and perhaps a display panel or two would make up this

attractive and comfortable area. It may be located near the fiction collection and the control, registration and information area for general supervision. We would recommend that smoking be allowed in this area and carpeting be supplied. About 126 running feet of shelving, four shelves high, with a dust shelf, steel, fully adjustable would be required. In addition lounge chairs for 6 persons with floor standing ash trays and a coat rack. Some of the shelving, say 9 or 12 feet, would be of the slanting display type for accomodating popular periodicals, newspapers or other items. A storage bin holding 50-100 popular recordings could stand in this area. The key to the success of this area is to change the material frequently to maintain freshness and variety.

Since the new building will be a distance from shops and restaurants and since some patrons, particularly students, will be spending several hours in the building, we would recommend that one or two coin-operated machines supplying drinks and light snacks be installed in the browsing area as a convenience to the public.

FICTION, NON-ENGLISH, LARGE PRINT AND EASY READING COLLECTIONS

These collections need little supervision, thus they may be arranged alphabetically and compactly on free-standing

steel, fully adjustable shelving, 6 or 7 shelves high, no dust shelf is required. It is important that shelf markers be supplied for shelf edges and end panels and that they be clear, attractive and changeable.

Fiction	9000	
Non-English	4000	(Fiction and Non-Fiction)
Large Print & Easy Books	1000	(Fiction and Non-Fiction)
Total collection	14000	
1/3 on loan	4666	
To be housed	9334	

This would require about 1000 linear feet of shelving. Isles between shelves may be 3' 6" in width. This section may be related to the adult or children's section on either floor for supervision and assistance to patrons.

ADULT NON-FICTION COLLECTION

This will be the largest sequence of library material, embracing a collection of books, recordings, 8mm films, tapes, etc. in all subjects. Print material will be arranged in the conventional fashion by classification number. The reference material in any subject could be shelved near the circulating material but on separate

shelves. Pamphlets and documents likewise would be grouped together near this subject. Non-print collections except for recordings will be housed in their own section of shelving but as close to their subject as possible.

Total Collection		39,250		
Reference		4,500		
Circulating		34,750		
1/3 on loan		11,580		
To be housed	4,500	+ 23,170	=	27,670

This would require about 3500 linear feet of shelving. If possible the isles should be 4'6" wide. About 10% of this shelving should be 12" or 14" in width to accomodate oversize books.

In this area a librarian's desk is required with 2 or 3 drawers and a wing. Other equipment would include a dictionary and atlas stand, a microfilm storage cabinet, a microfilm reader-printer, a three drawer vertical file cabinet. There will be seating for 50 patrons, 4 study tables seating 24 and 26 individual study carrels grouped together and individually lit. The cluster of study carrels could be grouped in any area where close supervision and assistance can be supplied by the staff.

In the area of the adult collection will be the language learning and music listening equipment. Four carrels could be equipped with record playback equipment and earphones. A jack for gang listening should be supplied. Also nearby would be the main record collection housed in free standing bins. All records would be housed here except the children's collection and would be available free for home use. A core collection of about 3000 LPs covering all forms of music, including jazz and rock, plays, poetry, language learning etc. can be stored in about 10 feet of double faced record bins.

PRE-SCHOOL, CHILDREN'S AND PARENTS' COLLECTION

As we have stated the emphasis here should be on the provision of resources and services for pre-schoolers and children up to about grade 6. Older children will be welcome but they will be encouraged to use the entire collection. Books and other material for children above the grade 6 level will be purchased but housed in the adult fiction and non-fiction collections with some duplication in the children's section. In addition books, records and films of interest to parents will be housed in this area. Subjects to be stressed would be child-rearing, adolescence, family planning, careers, reading problems, education, story-telling, play activities etc.

as well as a small current and permanent model collection of recommended books for children to help parents to select gifts and better match the right book to the needs of the child.

This section should not be in a room of its own but may be partly sound-proofed from its neighbouring section by shelving or a light moveable partition. The area should be carpeted throughout. For children's programmes and activities the multi-purpose room used for all library activities may be scheduled. Books and other material would be checked in and out at the main desk.

Total Collection			12,210	
Reference and Model				
Collection			1,000	
Circulating			11,210	
1/3 on loan			3,737	
To be housed	1,000	+	7,473	= 8,473

This would require about 705 linear feet of shelving. The ranges in this section should not be more than 4 shelves high with the pre-school picture books housed in shelving not more than 2 shelves high with dust shelves. Isles may be 3'6" in width. There should be seating for about 25 children at low circular tables and

on large cushions covered with a brightly coloured, washable material. The children's record collection, say 500 records, may be housed in free standing bins. Other equipment to include a treated wall area on which children's notices and art work may be displayed, a librarian's desk with telephone extension, 3 drawers and a wing, a cabinet to hold film-strips, a 3 drawer vertical file cabinet, and 3 standard book trucks. Also provided would be a record player with six pairs of ear-phones for gang listening and a paperback display rack. If a shelf list is provided in this area a card catalogue with 10 drawers will be required. We would also recommend that a collection of framed standard sized reproductions of famous old and modern paintings be acquired and housed vertically in bins, for lending to children and parents. Space for about 150 pictures of a collection of 200 would be necessary.

WORK STATION FOR CHILDREN'S SECTION

A separate work station for the use of the staff of this section should be provided to accomodate 2 persons at a counter with shelves above and storage below, a type-writer and stand and a typist chair. Any partitioning should be half glass to allow supervision.

PERIODICAL COLLECTION

We recommend that all periodicals be housed in one sequence bound and unbound together for ease of consultation. Ordinary extra wide shelving is suitable and titles may be indicated on the end panels of each range. At present the Whitby library subscribes to 35 periodicals and Brooklin to 17. Of the 52 titles 10 are duplicated in both libraries. Since the chief value of a periodical collection is for research and student use, the present subscription list should be considerably expanded, in coordination with the Oshawa library, to include more technical and specialized magazines of interest to industry and the farmer. We would also recommend that only duplicate subscription be allowed to circulate so that this valuable reference tool may be kept intact for use in the library. If we assume that the Whitby library will subscribe to 80 titles, then about 210 linear feet of shelving would be sufficient to house the collection for some time to come. The periodicals should be near the photocopying unit and near the adult non-fiction collection.

MULTI-PURPOSE ROOM

An unencumbered space with moveable seating for 100-150 persons, no stage but an installed screen with speakers

wired to the rear of the room for sound films, musical concerts and background music. This is to be a flexible space for all library-sponsored adult and children's programmes, rehearsals, projection training, crafts, film previewing and for community group use. It should be divisible into two rooms by a moveable sound-proof partition, carpeted with a semi-accoustical ceiling and installed reostat controlled lighting. Near this room or leading to it should be the main entrance, coat rack and washrooms so that its use is not dependent upon the rest of the building being open. A colour television receiver on a moveable ETV stand, adapted for VHF, UHF and cable reception is required in the multi-purpose room to enable the library to use TV for educational programmes. In the future a 1" video-tape recorder could be added so that a collection of tapes could be built up for group use in the building. Additional equipment to include a lectern, blackboard and a moveable stand for slide projector, film projector, rear projection and opaque projection units. There should be 6 double electrical outlets around the room equipped with heavy wiring.

STORAGE AREA

This building will need multi-purpose storage space for books in little demand, seasonal or duplicated books, for

extra chairs, a puppet theatre, unused equipment, supplies, spare lights, extra shelving components and even garden hoses, mower, unused display equipment etc. One or two such spaces may be provided, dependent upon the final lay-out of the building. The location of such space or spaces should be close to the multi-purpose room, the work room and delivery entrance. We do not expect that shelving for more than 2000 volumes will be required apart from the public areas.

FILM AND A-V EQUIPMENT AREA

This space located in a glass enclosure on the first floor is used to book, receive and distribute films, inspect and maintain all audio-visual equipment, loan 16mm projectors and screens, assist in the organization of library programmes and train projectionists. This space would be equipped with a programme planning and film booking desk, a card or book index or a typewriten list of films available, a telephone extension, film storage racks for about 350 film cans of various sizes, 16 feet of work counter, 3 feet wide, for inspection and maintenance of equipment with shelves under, storage bins for 5-16mm projectors and screens and all other A-V equipment and storage for spare parts. This room would house a maximum of 2 persons. Handy access to the main exit or the delivery entrance for

handling heavy equipment would be required.

WASHROOMS

Washrooms controlled by a key obtained at the nearest service desk should be provided for the use of the public and the staff and located in a conspicuous area for supervision. Equipment suggested would include hot air dryers, automatic shut off taps, drinking fountain, automatic flush urinals, quarry tile floor, permanent, not wall hung dividers and mirrors.

STAFF LOUNGE

For the use of 9 staff members per shift plus student assistants at times. This space should be attractive with lounge furniture on a carpeted area, tables and chairs, kitchen facilities and adjoining locker space with 12 lockers. Kitchen equipment to include heavy duty stove, small refrigerator, a double sink mounted in a 8 foot counter, a supply of dishes and kitchen utensils, paper towel dispenser, dish towel rack, an exhaust fan and an electric wall clock. The lounge should also have a wall extension telephone with intercom, a double electrical outlet at counter level and two extra double outlets in the walls.

EXHIBITION SPACE

This area is to be adjacent to or part of the general public area, not a separate gallery. Facilities should include moveable floor to ceiling display panels, portable sculpture pedestals, flexible lighting including small adjustable spotlights, a desk and a chair for supervision when necessary. Nearby wall space can also be used in conjunction with panels to extend the area for exhibits. Three lockable glass display cases approximately 3 feet long and 18 inches deep would be useful for displaying objects requiring protection. Electrical outlets should be numerous in the area for environmental displays and unusual lighting when needed. It would be an advantage to be able to darken the area on occasion. Two or three benches or chairs could be supplied.

LOCAL HISTORY COLLECTION

If it is decided to collect, store and exhibit local history material the storage cases should be near the exhibition space. This collection should not be treated as dead archives but items from it should be on display constantly. If the items are too precious to allow handling, locked display cases can be provided. Beside glassed-in storage there should be a map storage cabinet, a vertical file and a table and chairs for research use

by children and adults. The microfilm reader-printer and the photocopying machine should be nearby.

SPACE REQUIREMENTS (approximate)

	sq. ft.
Entrance	300
Control Desk, Registration and Information	300
Card Catalogue	150
Work Station for Control Area	300
Chief Librarian's Office	150
Browsing Area	250
Fiction, Non-English, Large Print, Easy Reading	400
Adult Non-Fiction	4,800
Pre-School, Children and Parents	1,500
Work Station for Children's Section	150
Periodicals	200
Multi-Purpose Room	1,200
Storage Area	400
Film and A-V Equipment Area	200
Washrooms	300
Staff Lounge and Locker Space	300
Exhibition Space (primarily within other areas)	400
Local History	200
Sub-Total	11,500
Electrical, Mechanical Room, Stairs, Corridor, Janitor Closets, Wall and Partition Allowance	1,500
Total for Building	13,000

AN ADDITION IN 1985

It is most important that the building be planned for the addition of 8000 sq. ft. before 1985. Most of the addition would be used for public service areas and could be accomplished by adding to the building at ground level or by the addition of a third level. This decision will be made by the architect when the first stage is designed. Any addition will of course effect the layout and the size of most space requirements listed; this is the reason for recommending minimum fixed partitioning. Heating, mechanical equipment, electric wiring and air conditioning should be designed to support a final total gross floor area of 21,000 sq. ft. Space to expand public and staff parking should be considered when the first phase parking area is planned.

ACKNOWLEDGEMENT

Considering the great expansion expected in the Whitby-Oshawa area within the next few years and its effect on all public services, the Whitby Library Board has done well to initiate a review of its position and a programme for expansion. We hope that Part I and II of this report will provide a useful guide not only for the new building but a document for discussion among library board members,

boards of education, library staff and others.

In our investigations, formal and informal interviews and conversations we met the greatest hospitality and frankness. We would like to thank everyone concerned, particularly Mr. Henderson, Mr. Stroud, Mrs. Hope-Brown and Mrs. Boyes.

September, 1969